

# CIT Customer Service Report for the Telecommunications Branch



For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Snapshot Date: 12/1/2008 7:30:08 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
<b>Telecommunications</b>											
10 Digit Dialing	1	0	0	0	0	0	0	0	0	1	5
Circuits	0	0	0	12	0	0	1	0	0	11	0
Conferencing	6	0	0	3	0	0	1	1	0	7	3
Coverage	1	0	0	0	0	0	0	0	0	1	6
DELPRO	12	0	0	146	0	0	108	11	0	39	1
General Info	32	0	0	0	1	0	1	14	0	16	7
New Request/Termination	23	0	0	0	0	0	7	0	0	16	3
Phones/Accessories	13	0	0	23	0	0	4	9	0	23	6
Repair	5	0	0	0	0	0	2	1	0	2	3
Repairs	45	0	0	379	0	0	11	37	0	376	1
Training	4	0	0	0	0	0	0	4	0	0	6
TSR	46	0	0	424	0	0	167	41	0	262	1
User Change	2	0	0	0	0	0	0	0	0	2	2
Voice Mail	27	0	0	6	0	0	2	20	0	11	6
Web Work	1	0	0	0	0	0	0	1	0	0	30
<b>Grand Total:</b>	<b>218</b>	<b>0</b>	<b>0</b>	<b>993</b>	<b>1</b>	<b>0</b>	<b>304</b>	<b>139</b>	<b>0</b>	<b>767</b>	<b>1</b>

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Total Tickets Closed:	906
Total Tickets Assigned/Pending/Checked Out:	305
Total Tickets Created:	<u>1211</u>